

REVIVE

KITCHEN & BATH

BRING YOUR HOME BACK TO LIFE



WWW.REVIVEKITCHENANDBATH.COM
(813) 680-4103

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WE APPRECIATE YOUR BUSINESS



Welcome to The Revive Family! We are happy to be partnering together on your home remodeling project! Thank you for your trust in our business and team. From initial consultation to project completion, our goal is to provide nothing but a 5 star experience. We are looking forward to providing a new space for you and your family to enjoy for years to come. Please take the time to review this welcome packet thoroughly. It is filled with pertinent information regarding what you can expect during the process and how our team will be working with you along the way.

CONNECT WITH OUR TEAM

Justin Caballero - President (813) 951-0784

Austin Morrison - VP- Operations (813) 476-3963

Remodeling Consulting

Greg Finkelstein - Director of Sales (734) 658-5554

Joe O'Neal - Remodeling Consultant (813) 435 - 0794

Mary Galske - Remodeling Consultant (813) 947-3191

Jenna Williams - Remodeling Consultant (813) 833-3167

Mason Thomas - Remodeling Consultant (941) 914-5078

Mary Galske - Remodeling Consultant (813) 947-3191

Design

Lena Khoja - Lead Designer (813) 394-4904

CONNECT WITH OUR TEAM

Rachel Simpson - Designer (813) 690-8119

Maribel Martin - Designer (941) 299-3645

Ashley Graff- Designer (407) 988-6555

Project Management

Jorge Estiu - Lead Project Manager (813) 328 - 0483

Alex Pacheco - Project Manager (727) 486-0236

David Cavalieri - Project Manager (813) 895-0954

Victor Pena - Project Manager (813) 493-0171

Christian Escher - Project Manager (813) 625-8917

Dylan Hunt - Project Manager (813) 690-8872

CONNECT WITH OUR TEAM

Richard Hendershot - Project Manager (941) 266-2135

Rafael Lantigua - Ast Project Manager (813) 585-8998

Maureen Foy- Scheduling Coordinator (813) 210-4713

Alyssa George - Scheduling Coordinator (813) 541-2628

Operations and Permitting

Agata Gozdziowska - Accounting (727) 404 - 1049

May Ibarra - Permitting manager/ Operations Specialist (813) 417- 1383

Anastasia Pashollari - Accounts Payable Specialist (813) 455-8943

Karen Paulaskas - Purchasing Manager (813) 344-9689

Millie Feria Ortiz - Appointment Setter (813) 399-1879

FINANCING

If you decide to finance your project, we will ask you to approve a draw from our financing company. Please note we must upload contracts and work orders for the exact amounts of your loan. Please work with our team to ensure all the proper paperwork is signed and uploaded to execute your loan and project.

For any questions regarding the payment of your loan, please communicate directly with the lender. Revive helps facilitate the financing process and is not the lender. We are preferred vendors for the best home improvement financing companies in the country!



<https://sunlightfinancial.com>



<https://getpowerpay.com/>



Find the best option

<https://resources.greenskycredit.com/>

DESIGN OVERVIEW

IN-HOUSE DESIGN

If you elected for our in-house design services with our professional interior designers, the first step in the remodeling process is scheduling your in-home design meeting. It is a crucial part to creating your dream kitchen or bathroom. One of our professional designers will reach out to schedule an in-home consultation in order to begin the design process. This process should be fun as we work together to bring your ideas to reality by creating a beautiful space that you will enjoy for years to come.

One way to expedite the process is to be prepared for your design meeting. Being prepared for your design meeting will help ensure a smooth and efficient design process. We understand that larger and more complex projects may require additional design time. It can become overwhelming to work on such large projects, therefore, you can always count on us to stay on track and help you every step of the way. Our designer encourages clients to begin searching on Pinterest for Inspiration pictures as well as visiting our preferred vendors prior to your design meeting. You may pick up samples or simply be inspired by different styles and options. Please see our preferred vendors in the following sections.

CHOOSING OWN MATERIALS

If you are choosing your own materials (have not elected for our in-house design services), we welcome you to come visit our showroom, and see all the different materials that we have on display. We have built relationships with vendors to provide the best quality material selection and better pricing. We can help guide and select materials at our showroom.

IMPORTANT PURCHASING NOTES

Please note that we cannot begin your project until all your materials are selected, purchased and delivered to your home. Once we've completed the selections and purchasing phase, we will have estimated delivery dates to determine your project start date. It is very important to make material selections that are in stock with no backorders. The quicker the items are available to ship, the sooner we can begin your project!

DESIGN PROCESS

Please Keep in mind that prices for materials are always subject to change. Once you have approved all your selections for purchasing, we quickly place all material orders to avoid any price changes and ensure material availability. Due to the significant time it takes for us to return and re-order materials, please understand that we will implement a \$250 restocking fee per item for any materials changed after purchasing.

Allowances

All material selections are to be itemized in your materials selections sheet. If you are over on your allowances, you will be responsible for paying the overage on materials before we purchase all your materials. If you are under on your material allowances, you will be credited back the difference against the last payment to be made to Revive.

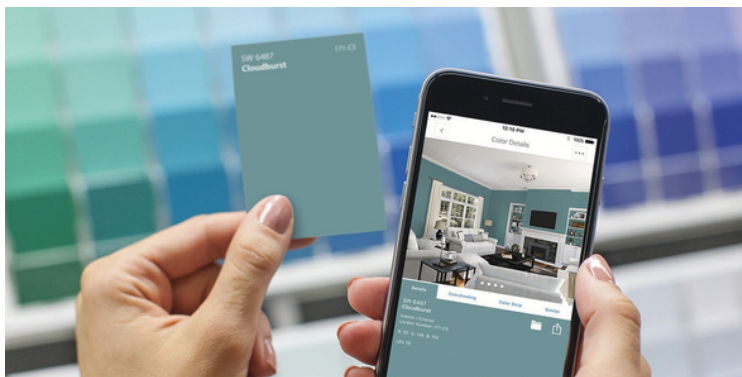
Pinterest

Pinterest is a wonderful resource for design ideas. You can download the free application on your phone or web and simply search for any design or style you may like.

Don't forget to save photos of your desired look to provide to our designer upon arrival for your design meeting.

Paint Colors

Sherwin Williams Color Snap - iPhone App or website - Color snap allows you to photograph artwork, tile or materials and it will make paint color suggestion to assist with finding your favorite color palette.



DESIGN PROCESS

Countertops

Revive Kitchen and Bath has built tremendous relationships with the best stone suppliers in the area. Therefore, we are able to purchase through our wholesale accounts and offer our clients a wide variety of options.

Below is the contact information for our preferred stone supplier warehouses. You may visit the warehouses to select your exact slab(s) or you may select from some of our preferred options without visiting.

Preferred Suppliers:

Daltile Stone & Slab Center
7450 26th Court East Suite 112
Sarasota, FL 34243

The Granite Place
(727)827-7216
9825 66th St N, Pinellas Park, FL 33782
Weekdays 8:30-5 Saturdays 10-2

Mont Krest
6795 114th Ave, Largo, FL 33773
(727)209-0864
Weekdays 10-5 Saturdays 10-2 Call ahead (closed 1st Saturday each month)

The Stone Warehouse Sales rep: James Wedd
5300 W Knox St, Tampa, FL 33634
(813)514-2140
Weekdays 8-5 Saturdays 9-2

MSI Surfaces
5100 W Linebaugh Ave, Tampa, FL 33624
(813)439-5600
Week days 8-5 Saturdays 9-12

DESIGN PROCESS

Countertops Edges Overhang

The eased edge is the most popular style for countertops. This has a straight edge that's been slightly rounded or eased so as not to create a sharp line and you should also think about overhang as it determines countertop SQFT, but there are also other options to choose from. Please note that styled edges besides the eased edge are an additional cost and will be quoted separately based on your selection and scope of work. Please review options with your remodeling consultant or designer you are working with for options.

Semi-Custom Cabinetry

If purchasing custom/semi-custom cabinets, our cabinet designer will reach out to schedule a consultation for your design and layout selections. We will then create a 3D rendering for your review. Your prompt review and approval once happy with the layout and design is necessary to efficiently move your project into the construction phase.

Cabinetry Description:

- Natural Finish Interior
- Full Extension Soft Close Under-mount Glide
- Concealed 6 Ways Adjustable Soft Close Hinges
- Metal Bracket Fastening System For Sturdy Assembly
- Species: Maple Cherry
- Overlay: Full
- All Wood Construction
- Solid Maple Door and Frame
- Plywood Box
- Solid Maple Dove Tail Drawer Box

Tile & Flooring Shop

Showroom/Displays & Location
3102 W Kennedy Blvd, Tampa, FL 33609

PURCHASING PROCESS

Purchasing Process

Once material selections are approved, our team will oversee the purchase and delivery process. Some items will be shipped directly to your home. In some instances, deliveries will require signature. The purchasing manager will contact you in those cases and notify you when the delivery will be made to ensure you are home to receive the delivery. Please make your best effort to accommodate the material deliveries and store in your home, garage, etc. until the job is ready to start.

Other items, such as semi custom cabinetry, countertops, tiles, etc, will be picked up and delivered by the Revive team. If you have any questions relating to the delivery of materials, please contact your remodeling consultant or project manager and we will be happy to answer your questions.

Some deliveries will be heavy, please let us know if you need any help moving items into your home. We will send a team member over to move those items accordingly.

As with many industries right now, the construction industry is facing supply chain issues. Please be understanding that some items may get back ordered and estimated delivery dates may unexpectedly change. Please communicate with your remodeling consultant or designer if there are any questions or concerns regarding the purchasing and delivery of items. They will be more than happy to answer any questions regarding your materials.

PERMITTING

Purchasing Process

It is common for the permitting process to take 1 to 3 months.

If the project requires that we must pull a permit, a member of our team will come out and take measurements of the entire floor plan. The building departments require floor plans for the entire house to be submitted. This includes the existing and proposed floor plans for your remodel.

Our team will send over your existing and proposed floor plans to a professional permit draftsman to develop the plans to code specifications.

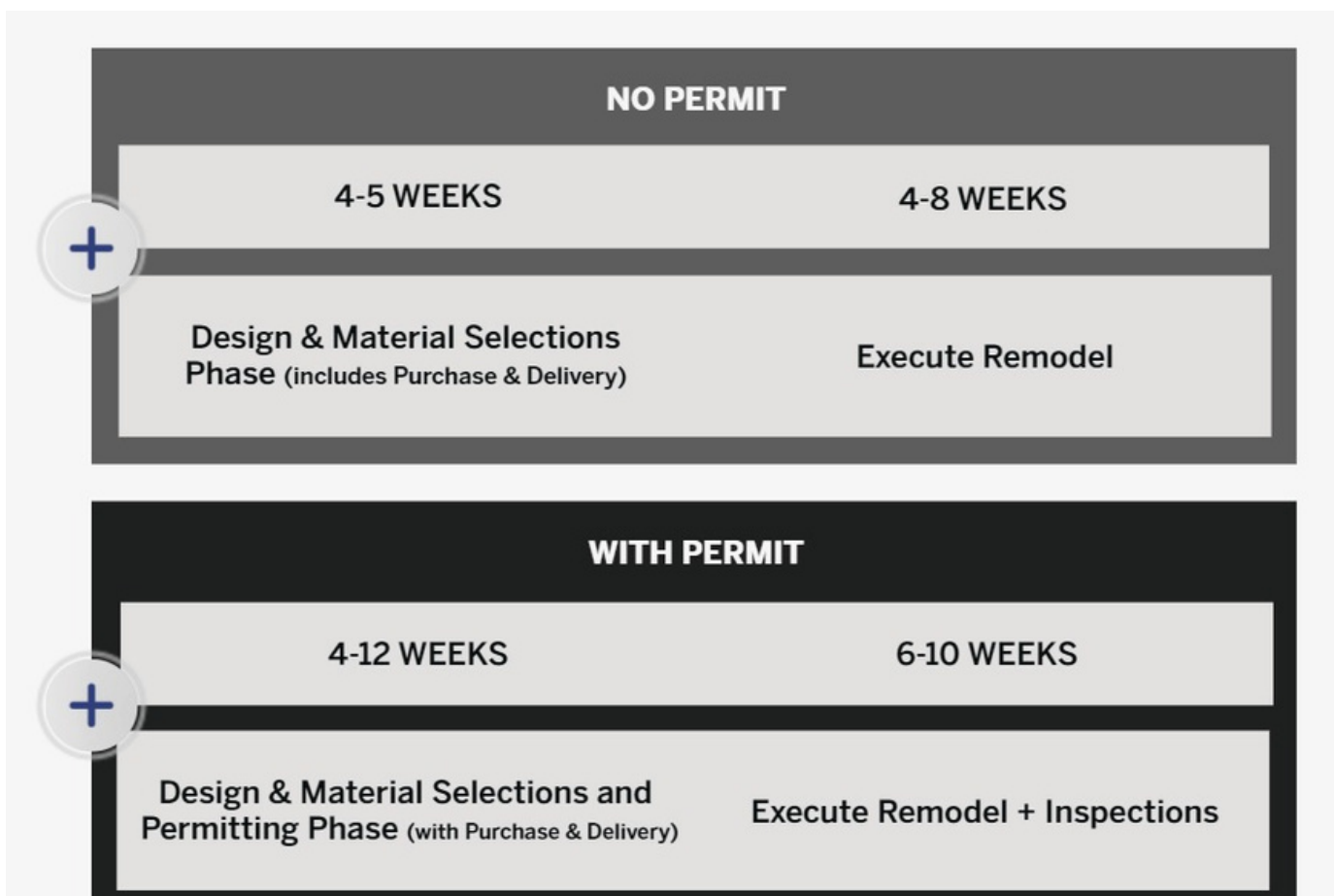
Our permitting manager will then submit the floor plans with all relevant applications and information to the necessary building department. Each building department operates a little different. Some building departments are more efficient and approve permits quicker than others.

Our team works hard to ensure permits are approved as quickly as possible. We have a permitting manager on staff to manage the permitting process and continuously follow up with the building departments to ensure the permit is approved as soon as possible. Please be patient with us during this process as the time line can vary.

BATHROOM AVG. TIMELINE

Please note:

- This is just an average timeline and this could vary depending on the size of your project.
- The time lines provided are based on "rip and replace" projects.
- Your project manager will provide an updated timeline specific to your project at walk through.



KITCHEN AVG. TIMELINE

Please note:

- This is just an average timeline and this could vary depending on the size of your project.
- The time lines provided are based on "rip and replace" projects.
- Your project manager will provide an updated timeline specific to your project at walk through.



PRE RENOVATION WALKTHROUGH

After all purchasing and delivery is completed, your remodeling consultant will reach out to schedule a pre-renovation walkthrough and job start date.

The pre-renovation walkthrough is a key step in the process. Your assigned project manager and remodeling consultant will meet with you at your home. Please make a best effort to have everyone present for this meeting.

During this meeting, we will review many important aspects of your project including:

- Review the entire scope of work, line by line
 - Including where plumbing, electrical, etc. will be moved
 - Any changes in the scope of work are to be addressed
- Ensure all materials are delivered and/or accounted for before commencing the project's construction
- Review estimated project timelines and progress of the project
- Establish points of contact and communication preferences
- Several project management initiatives

PROJECT MANAGEMENT

Once construction begins, your project manager will be your main point of contact for construction-related questions including scheduling and technical construction questions. You can expect regular visits from our project management team to oversee the quality of work and provide consistent communication throughout the project.

Please note that our team works very hard to ensure a 5 star project for each and every customer. Everyone on our team is incentivized to ensure our projects run quickly, with excellent craftsmanship to create a beautiful finished product and happy clients!

Please understand that crews will not be at your home from 9am to 5pm, Monday to Friday to work on your project. Often times crews are rotating from one job to the next. It is common for a trade to only have 1-2 hours of work to do at your home in a day. This is normal.

Our project managers are professionals at managing kitchen and bathroom remodels. Please know that we follow best practices for remodeling. An outline of the progress of a standard kitchen and bathroom remodel is detailed below for your convenience.

Instead of instructing the crews, please communicate with your project manager who manages the crews. However, in case you do need to communicate with the crews, it is suggested to download the "Google Translate" application as majority of our crews speak Spanish as their first language. Our clients have found that this application is a great help to communicate with those crews that speak broken English.

All of our crews are background checked, very hardworking and respectful. Many of our clients become friends with our team throughout the remodeling process.

Please understand that our crews are moving from job to job. It is necessary to designate entry and exit door for crews to consistently use.

In addition, lockboxes help to ensure that you are not worried about being available at the exact time our crews arrive.

CONSTRUCTION

Standard Progress of a Kitchen Remodel

Step 1: Demolition. Our team will demo the entire project typically in two days. We provide trailers and haul away all materials.

Step 2: MEP rough-in (mechanical, electrical and plumbing). During this time our team is moving all the plumbing and electrical needed. The timelines for this process vary greatly depending on the scope of work and whether or not the job is permitted and we need inspections.

Step 3: Flooring. If applicable we may be laying down new flooring for you. Timelines simply depend on the amount of work to be performed.

Step 4: Cabinets installation. This process can often take a week depending on the amount of cabinetry. There is usually a cabinetry punch list to be completed at the end of the project as well.

Step 5: Countertop installation. Please note that it usually takes 10-14 days for the countertop fabricators to measure the countertop template and install the countertops. There will not be much else going on during this time besides waiting for the countertops.

Step 6: Trim out (paint, backsplash, plumbing and electrical fixture installation, etc.)

Step 7: Punch List. We create a final punch list with the client and complete 100% of the scope of work to leave you with a beautiful new space!

CONSTRUCTION

Standard Progress of a Bathroom Remodel

Step 1: Demolition. Our team will demo the entire project typically in two days. We provide trailers and haul away all materials.

Step 2: MEP rough-in (mechanical, electrical and plumbing). During this time our team is moving all the plumbing and electrical needed. The timelines for this process vary greatly depending on the scope of work and whether or not the job is permitted and we need inspections.

Step 3: Tile Installation. This is often times the longest and most labor intensive part of a bathroom remodel. The timelines for this process vary greatly depending on the scope of work.

Step 4 : (if applicable): If semi-custom cabinetry is to be installed, this process is very similar to a kitchen remodel. Vanity cabinetry installation typically takes 2-3 days depending on the size. Followed by: Countertop installation. Please note that it usually takes 10-14 days for the countertop fabricators to measure the countertop template and install the countertops. There will not be much else going on during this time besides waiting for the countertops.

Step 5: Trim out (paint, drop-in vanity installation, plumbing and electrical fixture installation, bath accessories, etc.)

Step 6: Punch List. We create a final punch list with the client and complete 100% of the scope of work to leave you with a beautiful new space!

CLOSE OUT

Inspection Process

If the project is permitted, we must get inspections for plumbing, electrical and mechanical changes associated with the project. Inspections are only necessary if we are performing work associated with that trade. It is not necessary to get an inspection for any trade not performed.

Please note - The building inspectors do not work on Revive's staff and thus we do not control their schedule. They often may have to reschedule an inspection. We do our best to accommodate their schedules to make the project run as efficiently as possible. Our project managers will schedule inspections as necessary throughout the project.

Final Punch List

Please rest assured that we stand behind our work. When the project is almost completed, our Project Manager will meet with you to make a final punch list of all remaining items needed to be completed to close out the project. Please note this is the best time to have small issues you may want fixed or touched up. Our team will execute the final punch list and get your signature to confirm everything is completed to your satisfaction and then close out the job. (final payment, after photos, reviews, etc.)

Warranty

If you have any warranty needs or questions please email warranty@revivekitchenandbath.com with photos and a detailed description of the damages.

WE APPRECIATE YOUR BUSINESS

THANK YOU!

Revive Kitchen and Bath sincerely appreciates your business. Thank you for the opportunity to partner with you on your project and serve you. Reviews and referrals are a vital part of our business. With your help, we are able to serve more people and make a larger impact in the Tampa Bay community!

Referral Program

We offer a \$500 referral reward for every new referral you send us that we end of working with!

Referrals are the biggest compliment we can receive! Introductions or sharing contact information of friends and family who may be interested in our services are sincerely appreciated. Posting on social media is a terrific way to generate referrals!

Who can we help? Text/call us at 813-680-4103 to share your referrals

You may also share referrals contact information directly with your remodeling consultant.

WE APPRECIATE YOUR BUSINESS

Review Program

If you believe we did a 5 star job on your project, please take a couple of minutes to leave us a 5 star review!

The best reviews each month will receive \$100 Amazon gift cards!

Please post reviews on the following platforms:

1. Write a Google Review
2. Write a Facebook Review
3. Write a Review on BuildZoom

You must be logged in to your accounts for each site. If you do not have an account, all 3 sites are very easy to use and take less than a minute to complete.

Time-saving tip: if you post on Google first, then you can copy and paste the text portion of the review into the other sites to save time.

Tips for leaving the BEST reviews:

- Rate us 5 stars!
- Leave a long and detailed review. Longer reviews rank better on the review sites and give more insight for prospective customers.
- Add photos to your review. Adding before/after photos allow you to show off your beautiful new home. The more photos, the better the review will rank on the sites as well. Revive Kitchen and Bath will give you before and after photos of your work if you do not already have them.



Have a Question?

Our office is open from 8am - 5pm Monday through Friday. Please communicate with our team during these times. If you are unsure which member of our team to reach out to, reach out to your Remodeling Consultant who can direct you to the right member of our team. For any additional needs, our management team is available to discuss any questions concerns your may have.

Follow us on Social Media!

